5. (Two Times Amended) A method for managing system performance, comprising:

providing a service level agreement manager;

forming a service level agreement between a client organization and a service

organization;

receiving a request from the client organization to the service level agreement manager;

with the service level agreement manager,

determining if the request is within the scope of the service level agreement;

if the request is within the scope of the service level agreement, providing the

request to a performance measurement module and to the service organization;

obtaining a result from the service organization in response to the request;

taking at least one performance measurement associated with performance

response of the service organization to the request; and

checking the at least one performance measurement taken against the service level

agreement;

recording the at least one performance measurement; and

modifying an estimated capacity associated with the service organization based on the at

least one performance measurement.

7. (Amended) The method of Claim 5, further comprising providing the result obtained

to the client.